



Kunal Narula

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AWARDS AND ACCOMPLISHMENTS

[Salesforce.com Certified Administrator](#) (ADM 201).

[Salesforce Trailhead 2x Ranger](#) with 100,000+ points.

Winner: Salesforce.com Inc., 2018, Dreamforce Salesforce Einstein Analytics Edge Challenge.

EXPERIENCE

Salesforce Administrator, 2020 Spaces Inc. (Contractor), Westwood, MA (01/20 – Present)

- Head Salesforce administrator and lead Salesforce consultant for 200 users.
- Managed all user licenses and proposed alternative methods which kept costs at bay.
- Lead Salesforce support team until CPQ implementation was stabilized and users were friendly with Sales Cloud and CPQ.
- Designed special permissions and optimized existing validation rules, workflow rules, process builders, assignment rules to allow different teams to collaborate with each other.
- Lead requirement gathering sessions with different teams, designed the solutions, configured, tested, presented to business users.
- Created special monitoring reports to identify the ongoing issues and fix them through bulk data transfer through Data Loader and Data Import Wizard which saved lot of man hours.
- Owned the Salesforce Release readiness process.
- Keep abreast of new SFDC features and provide recommendations for process improvements.
- Created and managed all custom fields, validations, workflows, process builders, objects and relationships, permissions, dashboards and reporting, sales processes, record types, and applications.
- Created number of documents to support end users with their day to day issues.
- Audited data quality of the organization every fortnight which resulted in 40% increased productivity and satisfaction among end users.

Salesforce QA and Consultant, Makepositive, Gurgaon, India (03/16 – 01/20)

- Head Salesforce Testing, Implementation for multiple end clients.
- Lead QA team in multi-stream (Sales, Service, CPQ, FSL) projects and delivered a bug free solution to the customers.
- Installed a test management tool – Zephyr and shared best practices with QA team – this saved lot of manual hours in creating test cases and their implementation.
- Automated the test cases through automation tool – Provar.
- Analyze data sets for patterns and anomalies and create executive summary reports with meaningful insights.

Software Engineer, CenturyLink Technologies Ltd., Noida, India (09/14 – 03/16)

- Owned system integration & validation portions of the system/product development life cycle by creating test scripts on Selenium.
- Analyzing heap memory utilization of applications through ICINGA tool which saved the untimely crash of Java apps.
- Validate the test environments for application deployments.

Software Test Engineer, TechMahindra Ltd., Noida, India (09/14 – 03/16)

- Fixed a Priority 1 issue which was impacting a telecom company internet usage and saved them few million dollars.
- Testing of PCRF products and its integration with different apps.

EDUCATION

Bachelor of Technology, Kurukshetra University, India (2007-11)

SKILLS

Automation, Reports/Dashboards, Approval Processes, Test Management, Excel.